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| **Position Title** | Practice Manager Dental |
| **Position Number** | N6184 |
| **Department** | Community Services |
| **Classification** | Commensurate with qualifications and experience |
| **Agreement**  | Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 |
| **Reports to:** | Director Community Services |

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| **POSITION DESCRIPTION** |  |

**Position Purpose:**

Theprimary role of thePractice Manager Dental is to provide managerial leadership to staff employed in the dental/oral health clinic, including clinical staff, dental assistants and dental technicians. The Practice Manager will manage the day-to-day operation of the public dental service and ensure that the service delivers efficient, effective and high quality services that are in accordance with Dental Health Services Victoria (DHSV) agreements and legislative, accreditation and funding requirements. Reporting to the Director Community Services, the Practice Manager will participate in the planning, implementation and management of public dental programs in the Ararat Region.

**Department / Unit Specific Overview**

The East Grampians Health Service (EGHS) Dental Clinic is a publicly funded community dental program provider based in the EGHS Community Health Centre. The four-chair clinic provides general, emergency and denture services to community members in a friendly and modern work environment. The service includes the operation of Smile Squad delivery to the region’s primary and secondary schools, the Smiles 4 Miles program to early learning centres, surgical dental services and outreach services to residential aged care facilities. The service is also a training provider to final year La Trobe University dental and oral health therapy students.

**Our Values**

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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Integrity.jpg** | **Integrity** | We value integrity, honesty and respect in all relationships |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Excellence.jpg** | **Excellence** | We value excellence as the appropriate standard for all services and practices |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Community.jpg** | **Community** | We respect the dignity and rights of our community and acknowledge their beliefs, regardless of their cultural, spiritual or socioeconomic background |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Working_Together.jpg** | **Working Together** | We value equally all people who make a contribution to EGHS to achieve shared goals |
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| **Description: Description: S:\Health Information Management\EGHS Icons\EGHS_Learning_Culture.jpg** | **Learning Culture** | We strive to continually lead and develop through education, training, mentoring and by teaching others. |

**Organisational Context**

East Grampians Health Service (EGHS) is a rural health service located in Ararat and Willaura in Western Victoria. EGHS is an integral part of a thriving community and is committed to providing quality health and wellbeing services to people of all backgrounds.

Serving a diverse community, EGHS delivers an extensive range of acute, residential, home and community based services. We strive to continually improve our services to best meet the needs of our patients, consumers and the community.

**Our Vision**

East Grampians Health Service will improve the health, wellbeing and the quality of life for our community.

**Our Purpose**

To meet people’s health needs through leadership, strong partnerships and wise use of resources.

**Strategic Actions**

See [Strategic Plan 2023 – 2027](https://intranet.eghs.net.au/Files/Publications/EGHS%206pp%20DL%20Strategic%20Plan%20%282023-27%29.pdf).

**Organisational Responsibilities**

* Be aware of and work in accordance with EGHS policies and procedures, including:

[Victorian Public Sector - Code of Conduct](http://intranet.eghs.net.au/Files/Human%20Resources/Victorian%20Public%20Sector%20-%20Code%20of%20Conduct.pdf)

[Confidentiality, Security and Management of Information - SOPP 24.02](http://intranet.eghs.net.au/Files/Policies/CONFIDENTIALITY%2C%20SECURITY%20AND%20MANAGEMENT%20OF%20INFORMATION%20-%20SOPP%2024.02.pdf)

[Hand Hygiene - SOPP 70.18](http://intranet.eghs.net.au/Files/Policies/HAND%20HYGIENE%20-%20SOPP%2070.18.pdf)

[Occupational Health and Safety - SOPP 72.09](http://intranet.eghs.net.au/Files/Policies/OCCUPATIONAL%20HEALTH%20AND%20SAFETY%20-%20SOPP%2072.09.pdf)

[Person Centred Care - SOPP 60.20](http://intranet.eghs.net.au/Files/Policies/PERSON%20CENTRED%20CARE%20-%20SOPP%2060.20.pdf)

[Safety - SOPP 72.13](http://intranet.eghs.net.au/Files/Policies/SAFETY%20-%20SOPP%2072.13.pdf)

[Performance Development policy - SOPP 35.27](http://intranet.eghs.net.au/Files/Policies/PERFORMANCE%20DEVELOPMENT%20POLICY%20-%20SOPP%2035.27.pdf)

[Risk Management - SOPP 74.01](http://intranet.eghs.net.au/Files/Policies/RISK%20MANAGEMENT%20-%20SOPP%2074.01.pdf)

[Child Safe – SOPP 57.24](https://intranet.eghs.net.au/Files/Policies/CHILD%20SAFE%20-%20SOPP%2057.24.pdf#search=57%2E24)

* Be respectful of the needs of patients, consumers, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
* Be aware of the National Safety and Quality Health Service Standards and all other standards as it relates to your area of work and associated accreditation.
* Undertake other duties as directed that meet relevant standards and recognised practice.
* Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details for East Grampians Health Service to undertake a national Police check. Also provide a National Disability Insurance Scheme (NDIS) worker check or the necessary details (if required).
* Identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients, consumers and visitors
* Contribute to a positive and supportive learning culture and environment for health professional students and learners at all levels.
* Participate in all mandatory education and orientation sessions as outlined by EGHS.

East Grampians Health Service is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination.

EGHS reserves the right to modify position descriptions as required. Staff will be consulted when this occurs.

**Responsibilities and Major Activities**

* Lead the coordination of care through staff rostering, recruitment and retention and overseeing operational workflows to ensure consumer needs are met
* Maintaining a safe working environment ensuring efficient use of skills to meet consumer needs and achieve activity targets set by the various funding agreements
* Monitor the unit’s financial performance including budget and meet the reporting requirements of funding agreements
* Be responsible for effective patient flow, to achieve key performance indicators and targets, by monitoring efficient patient scheduling, work practices and time management processes.
* Be responsible for developing professional team work relationship with all staff members at all times and support, develop and maintain effective communication systems
* Ensure systems are in place to deliver services within legislative and funding guidelines
* Oversee clinical equipment and maintenance requirements
* Lead, support and actively participate in quality improvement activities and ensure compliance with infection control, safety, quality and accreditation standards
* Demonstrate accurate, complete and up-to-date documentation in line with EGHS policies and maintain a high documentation standard of all staff within the designated area
* Ensure that all consumers, visitors and staff are treated with respect, dignity and courtesy in an environment that is free from harassment and discrimination
* Be responsible for ensuring confidentiality is maintained in all matters pertaining to patients/ residents/ staff and the health service
* Comply with EGHS incident, reportable events and complaints processes and manage patient complaints escalating to the Director of Community Services as required
* Provide guidance, training and mentoring to other staff and students ensuring all team members undertake an annual Professional Development Plan, attend mandatory education and are supported to attend relevant professional development
* Accept accountability for own actions and seek guidance when limited by own expertise
* Motivate and maintain an environment of teamwork and professionalism within the dental team by modelling professionalism and ethical practice and upholding the values of the organisation
* Effectively represent the unit and EGHS its interests in external forums, advocating a positive public image and professional brand of EGHS and DHSV.

**Key Performance Indicators**

* Demonstrates practice within the Vision, Purpose and Values of EGHS.
* Demonstrates leadership and the application of knowledge to operate within the agreed budget for the procurement of dental supplies whilst meeting performance and reporting targets
* Demonstrates knowledge and application of skills to ensure well-organised and functioning dental clinic.
* Demonstrates knowledge and understanding of legislation and maintenance of a safe environment for employees, consumers and visitors
* Actively participate in the Community Services leadership team and other internal and external meetings/forums
* Participate in mandatory education and maintain currency of knowledge and expertise through attendance and participation in relevant courses, conference and seminars

Key Selection Criteria

**Essential Criteria:**

* Demonstrated leadership capacity and management experience in a multidisciplinary setting
* Demonstrated ability to contribute and practice collaboratively
* Advanced administration and computer skills to support effective use of a range of different software systems
* Demonstrated ability to lead a cohesive team in the delivery of services
* Highly developed written and verbal communication and interpersonal skills demonstrated by examples of a positive and proactive approach to problem solving
* Demonstrated commitment to the provision of consumer centred care
* Excellent organisational and time management skills incorporating an ability to maintain effective work relationships and in an environment which can be pressured
* Experience and skills in quality improvement, change management and organisational planning

**Must comply to having or completion of:**

* National Police Check (renewed every 3 years)
* Working with Children Check (renewed every 5 years)
* Immunisation requirements (annually)

**Desirable Criteria**

* Understanding of the public dental system and public health principles
* Qualifications in, or willingness to undertake qualifications in, leadership, management, business administration or the like
* Experience in a rural health and/or community setting

**Acknowledgement**

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| Employee Name |
| Employee Signature | Date |
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| Manager Name |  |
| Manager Signature  | Date |
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| Developed Date (MM,YY) | June 2024 |
| Developed By  | Sarah Woodburn Director Community Services |
| Date of next review (12 months) | June 2025 |